



# COLLABORATIONS



Summer 2001

## The Newsletter for California's Community-Focused Court Planning and Court Community Outreach Initiatives

Vol. 3, Issue 3

**"A new era of collaboration between county courts, the Judicial Council, and California's communities will lead to a renewal of public trust and confidence in the administration of justice and the primacy of the rule of law in California."**

—Chief Justice Ronald M. George

### Contents This Issue

**San Diego Court  
Completes Extensive  
Court User Survey** 1

**Courts Share  
Community-Focused  
Program Successes:  
Superior Courts of  
Fresno, Napa, and  
Orange Counties** 2

**Trial Court Workshop  
Set: *Shaping the Future:  
Outreach, Education,  
Planning, and Change  
Management in  
California's Trial Courts*  
Oct. 16–17, 2001** 2

**Self-Help Web Site  
Debuts** 4

### San Diego Court Completes Extensive Court User Survey

The Superior Court of San Diego County, with funding from the State Justice Institute, recently completed a court user survey of over 3,000 members of the public (English and non-English speakers) conducted at 10 community locations. **Marilyn K. James**, Chief Evaluation and Planning Officer for the court, reports that the purpose of the survey was to develop data about the public's attitudes and perceptions of the court. The survey instrument focused on issues of court access and customer satisfaction with court services, staff, and facilities.

Besides providing the court with a baseline for customer satisfaction, the survey also has produced information useful in developing or modifying court programs and services.

Extensive testing of survey methodology and the instrument itself was conducted to ensure the valid-

ity of the results. Ms. James is confident that San Diego's survey and methodology could be readily adapted for use by other courts. The court hopes to showcase its efforts at the upcoming trial court workshop, *Shaping the Future: Outreach, Education, Planning, and Change Management in California's Trial Courts*, which will be held in Los Angeles in October (see story on page 2).  $\phi$



### Courts Share Community-Focused Program Successes: Superior Courts of Fresno, Napa, and Orange Counties

A recent survey of California trial court community-focused court-sponsored programs and efforts yielded a wealth of success stories.

According to an informal survey conducted by the Administrative Office of the Courts (AOC), Research and Planning Unit, California's trial courts have initiated more

(Continued page 2)

### AOC Civic Center Offices

**Administrative Office of the Courts**  
455 Golden Gate Avenue  
San Francisco, CA 94102-3660

**Executive Office Programs Division,  
Research & Planning Unit**

**Fred Miller:** 415.865.7709

**Richard Schaufler:** 415.865.7650

**Karen Viscia:** 415.865.7453

**Jack Urquhart:** 415.865.7654

**Visit the California Court  
and Community Collaboration  
Web Site:**

**[www.courtinfo.ca.gov/programs/  
community](http://www.courtinfo.ca.gov/programs/community)**

than 400 new community outreach programs — including over 100 programs aimed at public school students.

Three of the many courts contributing to the success of the Court Community Collaboration Initiative are the Superior Courts of Fresno, Napa, and Orange Counties.

According to **Ms. Tamara Beard**, Executive Officer, Superior Court of Fresno County, the court's ACTION Center (an acronym for After Criminal, Traffic, Infraction One-Stop Network) represents a major achievement in shaping court services to meet community needs.

A collaborative effort between the court, Probation Department, Auditor-Controller, Public Defender, and others, the project—which was four years in the planning and implementation—offers one-on-one defendant post-sentencing instruction and assistance. Fines are taken, adult supervision appointments are made, and community service is arranged. The ACTION Center provides services and contacts for approximately 14 agencies involved in a defendant's post-adjudication program. The court has high hopes that ACTION will end the cycle of failure-to-comply violations.

**Ms. Tammy Glathe**, Planning and Research Director for the Superior Court of Napa County, reports that the court is proud of its progress in providing services for families and children. A few of the many programs implemented in the last several years are a juvenile drug court, a juvenile dependency mediation program, peer court, and the judges' book program. Each of these programs represents a collaborative effort that has helped to strengthen court relationships with other agencies while enhancing services to the public.

An example of the Superior Court of Orange County's investment in community collaboration is its successful I-CAN system. **Mr. Alan Slater**, Executive Officer, and **Ms. Carole Levitzky**, Director of Community and Media Relations, report that the system, which was developed by the court in partnership with the Legal Aid Society of Orange County, was recently showcased at the National Association of Court Managers (NACM) conference as one of the most innovative uses of technology to provide improved access to justice—particularly for self-represented litigants.

The court has applied to present the I-CAN system

at the October 2001 *Shaping the Future* workshop in Los Angeles. ☐



**Trial Court  
Workshop Set:  
*Shaping the Future:  
Outreach, Education,  
Planning, and Change  
Management in California's  
Trial Courts;*  
October 16–17, 2001  
Omni Los Angeles Hotel**

Announcements and registration forms for the next trial court community-focused workshop, *Shaping the Future: Outreach, Education, Planning, and Change Management in California's Trial Courts*, were recently mailed to all court executive officers and presiding judges.

Sponsored by the Community-Focused Court Planning Implementation Committee (a task force co-chaired by **Judge Judith McConnell** and **Judge Veronica McBeth**), the workshop will take place in Los Angeles on October 16–17, 2001.

Originally planned as two workshops to be held on separate dates, the single October 16–17 event will bring all California's trial courts together for a celebration of past and present achievements in court/community collaboration and provide opportunities, strategies, and resources for meeting future challenges.

(Continued page 3)

***What is the workshop's purpose, and what's on the agenda?***

The agenda currently being planned provides a number of venues for court staff and management specialists to share successful program strategies within the context of the court's operational planning efforts. Highlights of the workshop include:

- *Knowledge Fair:* Exhibition space for showcasing specific court programs (limited space available)
- *Breakout Presentations:* Facilitated small-group court presentations—on a specific program—addressing operational plan implementation issues
- *Plenary Presentations:* Court presentations showcasing monitoring and evaluation protocols and techniques as used in specific court programs

Workshop organizers are committed to involving courts in addressing specific operational plan implementation issues, such as:

- How to institutionalize community involvement in court planning and operations;
- How to facilitate inter-

agency approaches to program development and management;

- How to re-envision the court environment in order to institute new programs with existing resources; and
- How to manage change in the court environment.

***Who should attend? Will travel expenses be reimbursed?***

The AOC recommends that each court consider sending one judge and two court administrators/employees. The AOC will reimburse travel and lodging expenses (per state guidelines) for three (3) attendees from each court. *(Exceptions: If the court has contracted with a court planning consultant using AOC technical assistance grant funds, the consultant is also invited to attend as a fourth representative of the court; the consultant's travel expenses will be reimbursed. Furthermore, courts making small group or plenary presentations at the workshop may bring up to five attendees whose travel expenses will be reimbursed.)*

***How do I register? What is the registration deadline?***

Registration forms have already been forwarded to each court's executive officer (three forms per court).

Please contact the executive officer to express interest in attending. Additional registration forms can be obtained by contacting the AOC: Jack Urquhart, 415.865.7654; [jack.urquhart@jud.ca.gov](mailto:jack.urquhart@jud.ca.gov).

**Registrations should be faxed to the AOC at 415.865.4332 no later than September 7, 2001.**

Note that courts wishing to include their planning consultant as an attendee should also contact Mr. Urquhart in order to ensure that their consultant receives registration materials.

***How can our court showcase a specific program at the workshop?***

Courts interested in sharing a specific program with their peers at the workshop should contact Jack Urquhart at the number shown above.

Workshop organizers will provide presenting courts with guidelines and a template to assist in planning their presentations.

Three venues are available to presenting courts: knowledge fair exhibitor; breakout small-group presenter; plenary group presenter. φ





## Self-Help Web site Debuts

The AOC is proud to announce the new [California Courts Online Self-Help Center](http://www.courtinfo.ca.gov/selfhelp)

([www.courtinfo.ca.gov/selfhelp](http://www.courtinfo.ca.gov/selfhelp)).

This public site can be used to find free and low-cost legal help, get step-by-step instructions on

court procedures, or just learn more about the law and how the courts work. The site is the first official, comprehensive resource designed especially for court users.

Users can find information, forms, and help with:

- Small claims court
- Handling a divorce
- Domestic violence issues
- Name changes
- Traffic violations
- Child and spousal support
- Children and the

## Collaborations

law

- Adoptions
- Guardianships
- And much more

### Upcoming Deadlines:

**September 7, 2001:** Workshop registration forms due, *Shaping the Future: Outreach, Education, Planning, and Change Management in California's Trial Courts*, Omni Los Angeles Hotel, Oct. 16-17, 2001

**November 16, 2001:** Trial Court Operational Plans due (*barring revisions*, courts that have previously submitted an operational plan need not resubmit)

**November 16, 2001:** Annual Progress Report of Strategic Planning due (form to be provided, fall 2001)



## COLLABORATIONS

The Newsletter for  
California's Community-Focused  
Court Planning and Court Community  
Outreach Initiatives

Administrative Office of the Courts  
455 Golden Gate Avenue  
San Francisco, CA 94102-3660  
Attn: J. Urquhart,  
EOP, Research and Planning

Address  
Label  
here

***Workshop Announced: Shaping the Future, October 16-17, 2001, Omni Los Angeles Hotel. See story, page 2.***